



POSITION TITLE: CLIENT SERVICES COORDINATOR (Case Manager I)
DEPARTMENT: PROGRAMS
REPORTS TO: VICE PRESIDENT OF PROGRAMS & OPERATIONS
CLASSIFICATION: NON-EXEMPT, FULL-TIME

The Client Services Coordinator is responsible for managing client programs and services and providing holistic case management assistance to help clients gain access to needed social, educational, medical, and other services. This includes service coordination, advocacy, and linkage to appropriate services.

RESPONSIBILITIES:

- Conduct client assessments to determine needs and develop an individualized plan to foster self-sufficiency and/or emotional/physical well-being.
- Serve as an advocate for individual clients and families.
- Consult and cooperate with community systems to facilitate linkage, referral, crisis management, advocacy, and follow up.
- Maintain client and program records in accordance with applicable standards and regulations, grant requirements, etc.
- Facilitate workshops that support client goals.
- Assist with planning and coordination of client-focused programs events, and fairs.
- Manage client data and prepare and present reports according to specifications.
- Attend internal and external meetings as appropriate.
- Maintain a high level of ethical conduct regarding confidentiality and conflict of interest.
- Other duties as assigned.

QUALIFICATIONS:

- Bachelor's degree in related area preferred, and 2 years of experience
- Strong case management skills
- Knowledge of community resources and counseling/social work practices with high risk populations.
- Experience working with persons in crisis.
- Ability to work independently with strong sense of focus and clear sense of boundaries.
- Personal qualities of integrity, credibility, and a commitment to and passion for LifeNet4Families' mission
- Valid driver license and reliable transportation

SKILLS:

- Strong written and verbal communication, documentation, and interpersonal skills